

SERVIN' IT UP

A SERVING OF
QUARTERLY NEWS
FROM SENIORSERV



Message from the CEO

Holly Hagler

Each and every weekday, as our programs stretch to accommodate the growing needs of Orange County seniors, our team of over 600 volunteers work from the heart to support our mission. In 2017, these volunteers collectively provided over 86,000 hours of support for SeniorServ's programs and services. Although the nationally recognized hourly volunteer rate calculates the dollar value of these hours to be worth over \$2 million, the true value of our amazing volunteer support is immeasurable!

A warm touch, a listening ear, a friendly greeting, a comforting smile - are all priceless examples of the heart our volunteers bring daily to the homes of lonely seniors. I am moved by the words of one of our clients who told us:

"My Friendly Visitor volunteer is very dependable, very intelligent, and has a personality that is always curious to learn something new from me. I am grateful to have somebody to share my feelings and express my needs with. She makes me feel like I still matter."

Our volunteers serve in many different capacities, each of them vital. Some serve individually and others as part of a corporate team or a special group project. These remarkable people donate their time and talents to impact our many programs, including Meals on Wheels, Friendly Visitors, Senior Center Lunch Program, Adult Day Services, and the Holiday Gift program. Volunteers also

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Students and ADHC Collaborate

"Having the experience to build this project for SeniorServ helped us see the world in a different way. We realized that there are other people with different limitations than us, and they deserve the same care."

- Kira B. and Victoria F.



Students of Fairmont Academy enjoyed working with SeniorServ staff and participants of the ADHC.

Engineering students from Fairmont Academy Prep School in Anaheim partnered with SeniorServ's Adult Day Health Care center (ADHC) to create exercise equipment specifically designed for older adults and those with disabilities. The students spoke with staff and clients at the Anaheim center on multiple occasions to determine what type of product would best suit their needs. After completing their assessment, students created prototypes for both a stepper and a hand bike to assist with activities of physical and occupational therapy provided at the ADHC.

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ADHC Intern Shares Knowledge, Inspires Discussion

Eyes sparkle and smiles broaden at 11:00 am each weekday at the Anaheim Adult Day Health Care center because that's when intern Mohammad walks through the door with cheerful greetings, friendly conversation, and interesting topics for group discussions.

The 51-year-old is back for his second internship at SeniorServ. In 2011, Mohammad completed his BS in Health Science from Cal State Fullerton and is now pursuing his Masters in Public Health. He enjoys sharing his knowledge with participants at the Center and leads discussion groups on various stimulating topics such as genetics, food additives, reflexology, and aroma therapy. "When I first started leading the groups, three or four people would show up. Now I have 15," Mohammad shared.

Mohammad's caring, compassionate nature attracts anyone who has a concern to share or needs a listening ear. "I just love this," commented Mohammad. "I am a people person. I love to talk to people and listen to their problems. I will definitely continue to volunteer after graduation."

Mohamad, thank you for your commitment and dedication to enhancing the lives of our Adult Day Health Care participants!



Client with Mohammad

SeniorServ Selected By CalOptima for PACE Expansion!

Dedicated to serving frail seniors, CalOptima's Program of All-Inclusive Care for the Elderly (PACE) is expanding through new partnerships with selected Community-Based Adult Services (CBAS) centers. After CalOptima's thorough review, SeniorServ's Adult Day Health Care centers in Santa Ana and Anaheim were selected for the expansion.

For more than 30 years, SeniorServ's Adult Day Health Care centers have been keeping families together by offering a daytime alternative to placing a loved one in a skilled nursing facility.

"We are delighted that our Adult Day Health Care centers were selected," said Gio Corzo, Vice President of Home and Care Services for SeniorServ.

Students Collaborate

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Many thanks to these bright and talented students for providing this interactive experience for seniors at the ADHC and producing these great fitness products!

Anthony is a participant in the Anaheim ADHC program.



"Working with SeniorServ has been a fun, enlightening, and rewarding experience—I loved being able to use the skills we learned in the classroom in a real world situation to help real people and solve real problems. The staff at SeniorServ and the participants in the program are so kind and helpful, and only by working together were we able to develop the best product possible."
—Alexis D.

LEADERSHIP PROFILE: Paula Serios



SeniorServ is honored to introduce Paula Serios, our newest board member. Prior to being appointed to the Board in March, 2018, Paula had been an advisor to SeniorServ's Community Relations Committee since May, 2017.

Paula's professional portfolio is extensive in all aspects of integrated marketing and communications, with strategic planning and research at the core of her expertise. Paula is the Founder of SPIRTO consultancy, a firm specializing in business development, communications, marketing and sales. Prior experience includes more than a decade of Chief Marketing Officer positions in the corporate sector as well as time spent as a member of several Executive Management teams for both private and non-profit sectors.

Paula's experience in advertising, branding, direct response, and promotional marketing as well as her expertise in healthcare, health insurance, and senior living are all additional assets she brings to SeniorServ as a board member.

Thank you, Paula!

Volunteering is Enriching

Denise has enjoyed volunteering at the Senior Center Lunch program at the Anaheim West Senior Center for 2 years. She first learned of the program from a resident in her apartment complex who had enjoyed attending the lunch program in earlier years.

Denise has a joyful attitude and helps anywhere she is needed. Whether it's decorating for a party, serving food or cleaning up, she's up for it. "Volunteering here is very enriching," said Denise. "They get a lot, but I get more!"

The 62 year-old is younger than most attending the lunch program. "I am the spring chicken!" Denise chuckled. "I see many people here who are in their 80's and 90's who remind me of my mother or father. They are a great example of how to stay young, and are inspiring to me...and I've even gotten great referrals for doctors!"

If you want to become a volunteer and be inspired like Denise, simply contact Tracy Hall at thall@seniorserv.org, or call 714-229-3349.



Denise and lunch buddy.

Message from the CEO

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serve administratively and as advisors and community leaders on our Board of Directors and committees supporting our *Senior Care Hero Awards* fundraising gala. Each volunteer has something unique to offer and brings joy to seniors in their own special way.

These pages are filled with stories about a few of our volunteers: read about a collaborative project between a group of students and our Adult Day Care participants,

an intern who's become a dedicated volunteer, local elected officials who participated in SeniorServ's "March for Meals," and more!

We are grateful beyond words to all of you for the gift of your time and talents. Clearly, SeniorServ's volunteers make what we do possible. Thank you for your continued support and for the joy you bring to seniors through your heartfelt service.



U.S. Congressman Lou Correa, 46th District, with Social Worker, Joe Garza



Congressman Correa with Manuel



Mayor Murray, Tustin, with Diane



Thanh Danh Nguyen with Mayor Ta, Westminster

Congressman Correa with Sandy



Steven with Mayor Murray



Social Worker, Lan Nguyen with Mayor Ta

March for Meals

Every year, SeniorServ participates in the national March for Meals campaign, an annual month-long campaign instituted by Meals on Wheels America designed to generate public awareness about senior hunger and isolation. The campaign brings SeniorServ together with compassionate and committed elected officials for a day of meal delivery. This day gives clients the opportunity to share their life experiences directly with their elected officials. We wish to thank all those who participated!



Dianne with Mayor Murray



Mayor Vo, Fountain Valley, with Edith



State Senator Josh Newman, 29th District, with Cochita



Evedene and her daughters visiting with Senator Newman



Mayor Vo with Sally

Volunteer Opportunities

- **Adult Day Health Care Centers (ADHC):** Volunteer assistance is needed at both our Anaheim & Santa Ana ADHC centers to help coordinate and lead fun activities (such as arts & crafts, music, exercise, etc.). We are looking for friendly and patient people who enjoy working with older people and people with disabilities. Bilingual in Spanish is a plus, but not required. Opportunities are available weekdays only.
- **Senior Center Lunch Program:** Volunteers needed in Fountain Valley to assist in the kitchen and with registration. Opportunities are available Tuesday and Thursday, 10:00 AM-1:00 PM.
- **Meals on Wheels:** Drivers needed at various locations in North and Central Orange County. Opportunities are available weekdays, 9:30 AM-11:30 AM.
- **Case Management Summer and Fall Internship:** Opportunities are now available with our Social Services Department and Adult Day Health Care centers. Positions are very limited so if you are interested please inquire soon. Opportunities are available weekdays only.
- **Friendly Visitor:** Volunteers are needed to provide companionship to lonely and isolated seniors living in North & Central Orange County. Scheduling of visits is flexible (evenings and weekends available).



For more information contact Tracy Hall,
Director of Volunteer Services
at thall@seniorserv.org,
or call 714-229-3349.

Are You Familiar with the Benefits of Planned Giving?



PLANNED GIVING?

A planned gift is really quite easy — it involves some planning that helps both you and our mission.

The planning tools on our website can help you create a legacy in your will or trust, increase lifetime income for you and your spouse and pass on property to your heirs through a charitable plan.

To learn more about the benefits of making a planned gift, please contact Darla Olson, VP Advancement at dolson@seniorserv.org or 714-229-3362 www.seniorservlegacy.org





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General Information:
714-220-0224

Meals on Wheels & Senior Lunch:
714-823-3294

Adult Day Services:
Anaheim 714-220-2114
Santa Ana 714-558-1216



Getting hundreds of meals ready each day is a team effort. Our employees would love to meet you!

An Invitation to Take a Tour!

Ever wonder how we make hundreds of meals every day? It's all thanks to our commercial kitchen! And we're inviting you to go behind the scenes to see the food prep process and meet the staff yourself.

For more information, call our
Vice President of Advancement, Darla Olson at 714-229-3362.